Vertosoft LLC

Part I – Technical Quotation

September 18, 2018

General Services Administration (GSA)
Office of Internal Acquisition (OIA)

U.S. GENERAL SERVICES ADMINISTRATION OFFICE OF CHIEF FINANCIAL OFFICER FINANCIAL REPORTING, AUDIT, AND INTERNAL CONTROL (FRAIC)

In response to Request for Quotation: RFQ**1329414**

Submitted to:
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Factor 1: Technical Approach

1.1 – Ability to Meet the FRAIC Project Scope

Vertosoft is a small business partner and the Federal GSA Contract holder (GSA Contract # GS-35F-688GA) of Workiva – a leading provider of secure enterprise cloud solutions for improving productivity, accountability, and insight into business data, used by more than 70 percent of the Fortune 500. Vertosoft's signed a master government sourcing agreement with Workiva on February 2nd, 2017 formally establishing the agreement. Moreover, Vertosoft was awarded a GSA contract to supply Workiva products and services to the government on September 17th, 2017. As the GSA contract holder for Workiva, Vertosoft will be the prime contractor for this solicitation and Workiva will be the supplier of the products and services.

Our company is pleased to propose Workiva's Wdesk cloud-based software platform as the solution, in response to General Services Administration's (GSA) solicitation and request for quote regarding a financial reporting, audit and internal controls collaboration tool (FRAIC). We are confident Wdesk is capable of meeting and exceeding the requirements outlined in GSA's solicitation, to include capability for tracking Prepared by Client (PBC) audit requests, internal control documentation that supports A-123 requirements, and compilation of an Agency Financial Report (AFR).

Vertosoft is committed to ensuring GSA meets its goals as set forth in this RFQ, which as stated, are to implement process integration, and stronger controls management over certain OCFO sub-processes.

Vertosoft is confident that Workiva and its software, Wdesk, are uniquely positioned to meet these requirements as the only FedRAMP authorized (LI-SaaS, In Process Moderate) COTS solution that meets all aspects of the FRAIC project scope, and is compliant with the business and technical requirements as indicated in the FRAIC SOW.

Wdesk is capable of meeting the needs outlined in the SOW as a replacement solution for BASICS, the Google Suite of products and SharePoint, as described in this response. Wdesk will allow the Agency to assess risk and document internal controls, and house documentation for BGI personnel to review to help support the Agency-wide statement of assurance process, which is now conducted in BASICS. Wdesk will also manage the compilation of the Agency Financial Report (AFR) and the PBC audit process in a controlled environment with visibility and automation improvements.

(b) (4)

Wdesk is compliant with GSA Security and Privacy policies.

Workiva has over eight years of experience working with over 3,300 customers for financial reporting, internal controls, audit and/or ERM processes.

Workiva's SaaS FRAIC collaborative software, Wdesk, was developed to meet the growing complex and interrelated reporting and compliance needs of the OCFO. Wdesk was designed to be easy to use for simple and quick adoption by both financial and non-financial personnel throughout an agency.

Intrinsically, Wdesk is not customizable and therefore never needs customization. This alleviates additional expenses as well as a situation where GSA would not receive ongoing software developments that are typically unavailable when a software solution is customized. Rather, Wdesk is inherently flexible, allowing for vast flexibility in setup, data points, reports, dashboards, and more. This is part of why Wdesk is a strong fit for GSA's FRAIC process and reporting goals.

Maybe most importantly, Wdesk was purpose built to allow for one solution that is complete, comprehensive, and user friendly to meet departmental financial management, as well as IT and security requirements.

1.2 - FedRAMP Requirement

The link to Workiva's FedRAMP authorization on the Marketplace is above and also here, Below is a screenshot of Workiva's authorization on the FedRAMP Marketplace.

1.3 - Workiva's Ability to Meet the Business Needs of GSA OCFO

1.3.1 - Agency Financial Report

Vertosoft selected Workiva due to their extensive experience helping well over 3,000 customers setup, collaborate, update, maintain and if applicable, file, their financial, annual, performance, and other finance related statements and reports. Workiva will work with GSA to establish an optimized AFR process in Wdesk as part of the transition and implementation services described in this RFQ response. While Wdesk is capable of far more improvements in the AFR reporting process than what is outlined in this RFQ, Wdesk meets the following requirements, as indicated in the SOW:

Agency Financial Report (AFR) Creation		
FUNCTIONALITY NEEDED	**WORKIVA ABILITY TO MEET THE NEED**	**Y/N?**
Solution should maintain each page and section of the AFR	(b) (4)	Y
Control access and edit rights		Y
Allow edit rights of sections to individuals or groups		Y
Maintain version control		Y
Produce the final AFR		Y

1.3.2 - Reporting and Analytical Tools

Vertosoft understands that GSA requires reporting and analytical tools with the ability to store large amounts of sample data, data populations, and other support content. Workiva inherently meets those needs as outlined in the RFQ, (b) (4)

(b) (4)

Wdesk was built to meet the following requirements as outlined in the RFQ, and setting up these documents and processes are part of their implementation services, as described in this RFQ:

Reporting and Analytical Tools		
FUNCTIONALITY NEEDED	**WORKIVA ABILITY TO MEET THE NEED**	**Y/N?**
Ability to create and work flowcharts, narratives and reports	(b) (4)	Y
Link data from a document into slide presentations and other documents		Y
Provide storage for document uploads		Y
Ability to store large amounts of data, such as sample data and data populations for test plans and results		Y
Include a sampling strategy for population sampling situations		Y
Reflect graphs in documents that are linked to data in the document		Y
Graphs update as data changes from the source		Y
Allow GSA to put numbers in an Wdesk spreadsheet, or sync from excel into a Wdesk spreadsheet so that it can update the related numbers throughout the doc		Y

1.3.3 - Prepared by Client (PBC) Requests

With Wdesk, GSA (b) (4)

As outlined in the RFQ, Wdesk allows for the following:

Provided by Client (PBC) Requests

FUNCTIONALITY NEEDED	WORKIVA ABILITY TO MEET THE NEED	Y/N?
Manage workflow by tracking PBC requests	(b) (4)	Y
Assign related tasks		Y
Storing requested documentation in response to requests from auditors		Y
Send out reminder emails		Y
Organize, maintain and store PBC documentation		Y

1.3.4 - Audit Notification of Findings and Recommendations (NFRs)

Wdesk will set up GSA's NFR's in Wdesk as part of the included transition and implementation services as outlined in this RFQ. ████████████████████
(b) (4)
████████████████████████████ within ██████ the capability required as outlined below will be met:

Audit Notification of Findings and Recommendations (NFRs)		
FUNCTIONALITY NEEDED	**WORKIVA ABILITY TO MEET THE NEED**	**Y/N?**
Manage workflow by tracking NFR's	(b) (4)	Y
Assign Related Tasks		Y
Store all versions of the NRF		Y

1.3.5 - Corrective Action Plans (CAPs)

(b) (4)

Corrective Action Plans (CAPs)		
FUNCTIONALITY NEEDED	**WORKIVA ABILITY TO MEET THE NEED**	**Y/N?**
Ability to create and track CAP's	(b) (4)	Y
Including ability to upload documents to verify steps have been completed		Y
Ability to track deadline dates		Y
Send out reminders		Y
Generate Status Reports		Y

1.3.6 - Enterprise Risk Management (ERM)

Vertosoft understands that Enterprise Risk Management is an integrated part of A-123 compliance, and setting up GSA's risks and controls in a standardized fashion in (b) (4) This will allow GSA to meet the

Enterprise Risk Management (ERM)		
FUNCTIONALITY NEEDED	**WORKIVA ABILITY TO MEET THE NEED**	**Y/N?**
Ability to encompass a standardized approach for ERM	(b) (4)	Y
Ability to identify, assess, monitor and report on risks		Y
Follow a COSO Framework for ERM		Y
Identify risks and assess based on likelihood, impact, velocity, etc.		Y
Reports on risks include data visualizations that plot likelihood and impact		Y

1.3.7 - Office of Management and Budget (OMB) Circular A-123, Management's Responsibility for Enterprise Risk Management and Internal Control

(b) (4)

1.3.8 - Assurance Statement

(b) (4)

Common challenges of surveys and certification needs such as with the Assurance Statement include:

- Keeping track of multiple signers and multiple stages
- Monitoring process completion
- Distributing and maintaining the survey
- Archiving and maintaining hard copies.

Certifier features that address those challenges include:

- (b) (4)
-
-
-
-

All of the below requirements outlined in the RFQ are met with Wdesk:

Assurance Statement		
FUNCTIONALITY NEEDED	**WORKIVA ABILITY TO MEET THE NEED**	**Y/N?**
Have the capability to create and issue an online survey to individuals within GSA	(b) (4)	Y
The survey should be able to contain questions formatted such as text boxes, radio buttons, and drop down menus for respondents to select answers		Y
Should have the capability of monitoring the status of surveys and submission of completed survey		Y
Should have reporting tools to analyze and summarize responses across the organization		Y
Distribution from within the tool is required		Y

1.3.9 - Internal Control Plan

Internal Control Plans (ICPs) are an integral process of A-123 compliance and having an inventory of business processes and the required reviews in an easy to use, controlled and optimized environment will allow for increased efficiencies, visibility and knowledge. ████████████

(b) (4)

████████████████████████████████ will meet the following requirements for GSA's Internal Control Plan as outlined in the RFQ:

Internal Control Plan (ICP)		
FUNCTIONALITY NEEDED	**WORKIVA ABILITY TO MEET THE NEED**	**Y/N?**
Capability to maintain an ICP for GSA	**(b) (4)**	Y
The tool must support the ICP consisting of an inventory of 200 assessable units and the required reviews for each assessable unit		Y
The tool needs to list the names the assessable unit and its organizational location by service, staff office, and/or region, process owners, previous review completed and date completed, future review due date and current risk rating		Y

1.3.10 - Risk Assessments

(b) (4)

Vertosoft understands that risk assessments are used by GSA to meet A-123 reporting requirements and are performed on low risk assessable units. Wdesk will be able to meet the below requirements for GSA's A-123 reporting

Risk Assessments		
FUNCTIONALITY NEEDED	**WORKIVA ABILITY TO MEET THE NEED**	**Y/N?**
The tool must have the capability to create and store a low risk questionnaire that contains questions formatted such as text boxes, radio buttons, and drop down menus for respondents to answer questions	(b) (4)	Y
Must have the capability of monitoring the status of risk assessments, submission of completed risk assessments, and reporting tools to analyze and summarize responses across the organization		Y
Requires distribution of the survey from within the tool		Y
Must have the capability to determine a risk level based on responses to risk questions in the survey tool		Y
Must allow for submission to management and approval tracking by management		Y
Must allow for storage, access management and long-term retention of all risk assessments		Y

1.3.11 - Internal Control Reviews

(b) (4)

Wdesk meets the below requirements, as outlined in the RFQ:

Internal Controls Reviews		
FUNCTIONALITY NEEDED	**WORKIVA ABILITY TO MEET THE NEED**	**Y/N?**
Capability to create and store internal control reviews as outlined in the Statement of Needs	(b) (4)	Y
Capability to monitor the status of internal control reviews and submission of reviews		Y
Capability for reporting tools to analyze and summarize responses across the organization of the internal control reviews		Y
Require the capability for broad distribution of the internal review through the tool		Y
Requires collaboration within the document by process owners, managers and liaisons.		Y
The tool should allow for submission to management and approval tracking by management		Y
The tool should allow for storage, access management, and long-term retention of completed reviews		Y

The tool shall include a sampling strategy to use in population sampling situations	(b) (4)	Y

In addition, Wdesk is a solution capable of helping with multiple reporting processes out of the OCFO, including the following, as required as part of this RFQ:

1. (b) (4)
2.
3.
4.

Other functionality and requirements of the SaaS Solution that Wdesk meets:

1. (b) (4) inistrators to manage users and control

2. Wdesk is a web-based solution that is FedRAMP authorized, as can be seen on the FedRAMP Marketplace here.

3. (b) (4)

(b) (4)

1.3.12 - Evaluation of the 5 Components and 17 Principles of Internal Control

(b) (4)

Evaluation of the 5 Components and 17 Principles of Internal Control (COSO)		
FUNCTIONALITY NEEDED	**WORKIVA ABILITY TO MEET THE NEED**	**Y/N?**
Solution should have the ability for GSA to maintain an inventory of Agency activities to support the 5 components and 17 principles in the tool	(b) (4)	Y
Ability to document the testing strategy and completion of testing, analysis of test results, and identification of areas within the agency for additional internal control testing	(b) (4)	Y

1.3.13 - Data Transfer

(b) (4)

(b) (4)

Version Control		
FUNCTIONALITY NEEDED	**WORKIVA ABILITY TO MEET THE NEED**	**Y/N?**
Requires a collaboration tool that will track audit PBC's, create the AFR (to include version control, assign access and set permissions to various sections of the document), meet A-123 requirements and create process charts and narratives	(b) (4)	Y
Ability to grant access to sections of documents, maintain a complete audit trail for version and control purposes, track all changes by date, manage access to reports to individuals or groups, and manage the level of access.	(b) (4)	Y

As required, Wdesk will capture the below data, which is inherent in the software. If the information, content, narrative, and/or data points are in Wdesk, they may be captured for a multitude of reporting, dashboarding and analysis needs.

1. Internal Review documentation (details around individual non-financial processes)
2. Track 1000+ Provided-by-Client Requests (PBCs), (note, GSA has said that the responses will not be captured within the Tool)
3. The Agency Financial Report: This information will ultimately be published on the agency's website, but is considered sensitive while under development and until it is finalized and officially published. Wdesk's security will meet this confidentiality need.

1.4 - Workiva's Ability to Meet the Product Service Description

This section references high level business requirements, not necessarily limited to the below, but all that Workiva and Wdesk can support.

1.4.1 - Agency Finance Report (AFR)

Wdesk will provide GSA OCFO the ability to:

a.

b.

c.

d.

e.

f.

g.

h.

(b) (4)

1.4.2 - Reporting and Analytical Tools

Wdesk allows end users to Develop Standard and Ad-Hoc Reports and:

a.

b.

c.

(b) (4)

d.

e.

(b) (4)

1.4.3 - Provided by Client (PBC) Request

Wdesk meets the following requirements as set forth in the SOW:

a.

b.

(b) (4)

c.

d.

    1.
    2.
    3.   **(b) (4)**
    4.
    5.

Again, all of the requirements in 3.3.d are a natural part of the software capabilities and notifications, and Workiva will set these up initially, train for GSA to continue with changes and updates, provide video and content tutorials, **(b) (4)** well. But, these are simple items to manage in Wdesk, and do not require much if any assistance at all.

Wdesk also meets the requirement to develop standard BGA reports, and will provide GSA OCFO with the ability to:

    1.
    2.   **(b) (4)**

3. Ability to create ad hoc reports based on data fields available within the tool such as:

a.
b.
c.
d.
e.
f.
g.

(b) (4)

As has been mentioned multiple times,

(b) (4)

1.4.4 - Audit Notification of Findings and Recommendations (NFRs)

Wdesk easily allows GSA OCFO end users the capability to:

a.
b.
c.
d.
e.

(b) (4)

(b) (4) All of these requirements are essentially exactly what Wdesk provides in a solution. And, as all of the requirements outlined in the RFQ, this will be initially set up by the transition and implementation team and part of that program management.

1.4.5 - Corrective Action Plans (CAPs)

(b) (4)

(b) (4)

1.4.6 - Enterprise Risk Management (ERM)

Wdesk is capable of providing GSA OCFO with the ability to do the following and will do so upon receiving the documentation and information required to set this up in Wdesk as part of the implementation and transition plan:

a.
b.
c.

d.
e.
f.

(b) (4)

g.

h.

1.4.7 - OMB Circular A-123

Below are many reports that BGI requires, and these are all a natural part of the A-123 process that Wdesk is purpose built to manage. **(b) (4)** will provide GSA OCFO with the ability to:

a. **(b) (4)**
b.

i. **(b) (4)**

ii.

iii.

iv.

v.

vi.

vii.

viii.
ix.

x.
xi.

xii.

xiii.

xiv.
xv.

xvi.
xvii.

xviii

1.4.8 - Assurance Statement

Wdesk is capable of and will support the below needs.

(b) (4)

(b) (4)

a.

(b) (4)

b.

c.
d.

1.4.9 - Internal Control Plan

Wdesk will provide GSA OCFO with the ability to do the following:

a.
b. **(b) (4)**
c.
d.

1.4.10 - Risk Assessments

Wdesk will provide GSA OCFO managers with the ability to:

a.
b.
c.
d. **(b) (4)**
e.
f.
g.

h.

1.4.11 - Internal Control Reviews

Wdesk will provide GSA OCFO with the ability to:

a.
b.
c.
d.
e.
f.
g.

(b) (4)

1.4.12 - Evaluation of the 5 Components and 17 Principles of Internal Control

Wdesk will support the following requests from the RFQ:

a.

b.

(b) (4)

i.

ii.

iii.

iv.

v.

vi.

vii.

viii.

(b) (4)

ix.

x.

xi.

xii.

xiii

(b) (4)

xiv

xv.

xvi

xvi

xvi

1.4.13 - Data Transfer

Wdesk supports (b) (4)

(b) (4)

(b) (4)

Wdesk will (b) (4)

1.4.14 - Configuration

Wdesk will support the requirements described in the SOW, such as the following Internal Controls Division (BGI) tasks:

Internal Control Planning and Reporting:

1. The FRAIC tool will allow the preparer to identify key ITC and then set up a testing section, giving the reviewer all the information needed to complete the testing by basically filling in the blanks.
2. The tool needs to be collaborative, i.e. accessible and editable by 50+ people that provides for document creation and editing with high functionality around version-control.
3. The tool shall be a repository for documentation developed by process owners related to internal risk assessments, enterprise risk management portfolio, internal risk control reviews, assurance statement administration, and to support the reporting requirements in Office of Management and Budget (OMB) Circular A-123, Management's Responsibility for Enterprise Risk Management and Internal Control.
4. The tool shall be capable of importing text, graphics, data from spreadsheets or delimited text files and tables and have the ability to export the finished document in Text, PDF or HTML formats.

(b) (4)

Wdesk has the ability to:

1. (b) (4)
2.
3.

4.

Internal Control PBC Administration:

Functionality required that (b) (4)

1. A tool to closely create and manage PBC internal control requests for information. PBC internal control review requests are provided by the contractor or BGI to internal organization and/or regions in several PBC lists grouped by functional area.

2. The tool shall be able to import data from spreadsheets or delimited text files, i.e. the PBC lists, with the ability to edit data after import.
3. The fields will include a description of the requirement, due date, received date, and points of contact.

(b) (4)

1.
2.
3.

(b) (4)

1.5 - SaaS Implementation - Transition/Implementation Plan

Below is a description of the transition plan for implementing and setting up (b) (4) As mentioned, having over 3,300 customers (b) (4) staff is well versed and experienced in setting up large and complex organizations to complete success in (b) (4) hence (b) (4) 98% customer retention rating. GSA (b) (4)

1.5.1 - Onboarding

(b) (4)

Typical deployment steps are outlined below, (b) (4)

(b) (4)

(b) (4)

(b) (4)

(b) (4)

(b) (4)

(b) (4)

1.5.2 - Project Plan

(b) (4)

(b) (4)

(b) (4)

More solution-specific onboarding technical approach information:

(b) (4)

(b) (4)

2.

3.

4.

5.

6.

7.

8.

(b) (4)

1.5.4 - Internal Controls, Audit, OMB A-123 and PBCs

(b) (4)

1.5.5 - Data Assessment and Transition

(b) (4)

(b) (4)

Data Assessment Factors

(b) (4)

(b) (4)

(b) (4)

Controls Management Services

(b) (4)

Data Consistency

Organized data does not necessarily lead to quality data. It is important that the customer reviews for inconsistencies within the data that compromise meaningful reporting and tracking. Normalized data speeds up overall project delivery and drives confidence in reporting and materiality.

(b) (4)
(b) (4)
(b) (4)

(b) (4)

Onboarding Example for the Technical Approach of Certification processes i█████████

(b) (4)

2.

3.

4.

5.

6.

7.

8.

9.

(b) (4)

(b) (4)

Experience extraordinary customer support. (b) (4)

(b) (4)

(b) (4)

Project Team

The typical implementation and support team **(b) (4)**

1.5.6 - Task Management

GSA is requiring that the Contractor shall develop and implement a standard and consistent Program Management Plan (PMP) for managing all aspects of FRAIC.

(b) (4)

(b) (4)

(b) (4)

Sample elements of the transition and implementation services include, but are not limited to:

-
-
-
-
-
-
-
-
-

(b) (4)

Connectivity

Workiva (b) (4) on a variety of GSA issued devices users (laptop or mobile phone). (b) (4)

User Acceptance Testing

As a SaaS solution, (b) (4)

(b) (4)

Producing Reports

(b) (4) allows for:

a.
b.

(b) (4)

c.
d.

1.5.7 - Data Input, Processing and Retrieval

As required in the SOW, (b) (4) Data Input, Processing and Retrieval capabilities include, but are not limited to:

-
-
-
-

(b) (4)

-

-

1.6 Other Requirements

1.6.1 Reporting

Workiva acknowledges the anticipated ad-hoc and standard reporting outlined in section 4.1 that will need to be set up ███████ (b) (4) ███████ dashboards, etc. in ████ (b) (4) ██ ████████████████

1.6.2 Training

Workiva acknowledges the training needs of an estimated 850+ GSA staffers, ████ (b) (4) ██ █████████████████

Part of Workiva's market success ██████ (b) (4) ██ ████████████████████

Being properly trained is the key to a successful experience with ██████ (b) (4) ██ █████████████████

- Software
-
-
-
-
-

(b) (4)

(b) (4)

- Professional services ████ (b) (4) ████████████████████████

1.7 Section 508

1.7.1 VPAT

A copy of the Workiva Voluntary Product Accessibility Template (VPAT) has been included as attachment for GSA's review. The file name is "Workiva Wdesk VPAT v1.pdf".

(b) (4)

1.7.3 Feature Plans to Fully Conform to Section 508 Standards

Workiva has been investing in modernizing many aspects of the platform to improve user experience and accessibility for disabled users. (b) (4)

(b) (4)

(b) (4)

1.7.4 Typical ICT User Scenarios and Tasks

(b) (4)

Accessibility Report screenshot:

Accessibility Report

Filename: translated_output.pdf

Report created by: Matthew Nitschke
Organization:
[Personal and organization information from the Preferences > Identity dialog.]

Summary

The checker found problems which may prevent the document from being fully accessible.

(b) (4)

Detailed Report

Document

Rule Name	Status	Description
Accessibility permission flag	(b) (4)	
Image-only PDF		
Tagged PDF		
Logical Reading Order		
Primary language		
Title		
Bookmarks		
Color contrast		

(b) (4)

Factor 2: Key Personnel

[REDACTED (b) (4)] FRAIC tool [REDACTED (b) (4)]

[REDACTED]

[REDACTED] FRAIC tool solution over its lifecycle.

[REDACTED (b) (4)]

As frequently stated, Wdesk would not hold it's 95% customer satisfaction and 98% customer

[REDACTED (b) (4)]

[REDACTED]

[REDACTED]

[REDACTED] will be a value add to GSA's FRAIC processes during the transition and beyond.

Key Workiva Personnel:

Project Manager
Name: [REDACTED (b) (4), (b) (6)]
Location: [REDACTED (b) (4), (b) (6)]
Workiva Contact Info: [REDACTED (b) (4), (b) (6)]
Years with Workiva: [REDACTED (b) (4), (b) (6)]
Roles, Responsibility and Experience: [REDACTED (b) (4), (b) (6)]
[REDACTED]
How they will support GSA: [REDACTED (b) (4), (b) (6)]
[REDACTED]
Education/Certifications that would be material to GSA: [REDACTED (b) (4), (b) (6)]
[REDACTED]
Any additional information that you feel would be of interest to GSA: [REDACTED (b) (4), (b) (6)]
[REDACTED]

(b) (4), (b) (6)

Business Analyst - for Internal Controls, Audit, ERM and PBCs

Name: (b) (4), (b) (6)

Location: (b) (4), (b) (6)

Contact Information: (b) (4), (b) (6)

Years with Workiva: (b) (4), (b) (6)

Roles, Responsibility and Experience: (b) (4), (b) (6)

How He will Support GSA: (b) (4), (b) (6)

Education/Certifications that would be material to GSA: (b) (4), (b) (6)

Business Analyst - for AFR

Name: (b) (4), (b) (6)

Location: (b) (4), (b) (6)

Contact Information: (b) (4), (b) (6)

Years with Workiva:

Roles, Responsibility and Experience:

(b) (4), (b) (6)

How He will Support GSA:

(b) (4), (b) (6)

(b) (4), (b) (6)

Education/Certifications that would be material to GSA: **(b) (4), (b) (6)**

Additional Workiva Key Personnel:

Secondary Project Manager
Name: **(b) (4), (b) (6)**
Location: **(b) (4), (b) (6)**
Contact Info: **(b) (4), (b) (6)**
Years with Workiva: **(b) (4), (b) (6)**
Roles, Responsibility and Experience: **(b) (4), (b) (6)**

Education/Certifications that would be material to GSA : **(b) (4), (b) (6)**

Solutions Architect
Name: **(b) (4), (b) (6)**
Location: **(b) (4), (b) (6)**
Contact Info: **(b) (4), (b) (6)**
Years with Workiva: **(b) (4), (b) (6)**
Roles, Responsibility and Experience: **(b) (4), (b) (6)**

How she will support GSA: **(b) (4), (b) (6)**

Education/Certifications that would be material to GSA: (b) (4), (b) (6)

Client Services Manager

Name: (b) (4), (b) (6)

Location: (b) (4), (b) (6)

Contact Info: (b) (4), (b) (6)

Years with Workiva: (b) (4), (b) (6)

Roles, Responsibility and Experience: (b) (4), (b) (6)

Education/Certifications that would be material to GSA: (b) (4), (b) (6)

Account Director

Name: (b) (4), (b) (6)
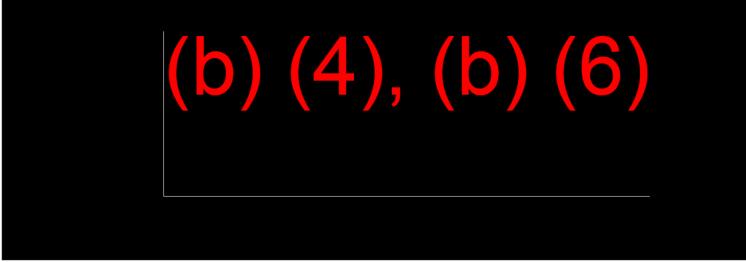
Location: (b) (4), (b) (6)

Contact Information (b) (4), (b) (6)

Year with Workiva: (b) (4), (b) (6)

Roles, Responsibility and Experience and How She will Support GSA:

(b) (4), (b) (6)

Education/Certifications that would be material to GSA: ▮▮▮ (b) (4), (b) (6)
▮▮▮▮

Workiva certifies that the information on each key personnel submitted is true and complete.

Factor 3: Past Performance

(b) (4)

(b) (4) has experience implementing and maintaining over 3,300 customers, with thousands more reporting processes. Beyond their 98% retention rating, 95% satisfaction rating, and many independent awards that can be found on their website here, they have many customer references who are happy to share their experience of process improvement through (b) (4)

(b) (4) to GSA and GSA's needs for their FRAIC processes. If GSA would like to contact these references, they may ask any questions not supplied below.

1. **(b) (4)**

   - Headquarters: (b) (4)
   - Point of Contact: (b) (4)
   - Period of Performance: (b) (4)
   - Detailed Description of SaaS: (b) (4)

   - Business Requirements: (b) (4)

2. **(b) (4)**

   - Headquarters: (b) (4)
   - Point of Contact: (b) (4)

   - Period of Performance: (b) (4)

- <u>Detailed Description of SaaS:</u> ████ (b) (4) ███████████████████
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- <u>Business Requirements:</u> ██████ (b) (4) ████████████████████
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3. ████████ (b) (4) ████████████████████████████████████

- <u>Headquarters:</u> ████ (b) (4) ███████
- <u>Point of Contact:</u> ██████████ (b) (4) ████████████████████
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- <u>Period of Performance:</u> ██████ (b) (4) ████████████████
- <u>Detailed Description of SaaS:</u> ██████ (b) (4) ████████████████
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- <u>Business Requirements:</u> ██████ (b) (4) ████████████████████
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